

SCHEDULE 5 — INVOICES AND REPORTS

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1. SERVICES USAGE REPORTING

Contractor will provide usage/inventory data that the County can use to chargeback Contractor's fees to County projects or Departments. This data will consist of the quantity of usage or inventory data and an associated County project number or Department, if available. The data will also include a Service identifier linked to a specific billing element, as well as a date of Service, if applicable. Usage data reports will be totaled and summarized by project number and/or Department, as required by the County. Detail and summary information will be reported monthly in a standard electronic file format not later than the 10th of each month, for Services performed in the preceding month.

The County will define the requirements for any project numbering system needed to track such elements as mainframe usage or applications maintenance and development hours. The County will also provide and update the Department information that Contractor will maintain in the inventory databases.

During Transition, Contractor will work with designated personnel from the County to develop specific policies and procedures regarding establishing and using Department/project numbers and establishing/updating Department information for the inventory databases. In addition, summary usage report formats to enable the County to chargeback Contractor's fees will be developed by Contractor with the County's approval.

Inventory data is a snapshot of the information on the last day of Contractor's accounting month. Usage data reports will be totaled and summarized by Department and/or Business Unit, as required by the County. Detail and summary information will be reported monthly in a standard electronic file format not later than the 10th of each month, for Services performed in the preceding month.

The County will provide and update the Department and POETA (Project, Org, Expenditure, Task, Award) information that Contractor will maintain in the inventory databases. In addition, Contractor will create and utilize summary usage report formats, subject to the County's approval, to enable the County to chargeback Contractor's fees.

2. DELIVERABLES AND REPORTS

The following chart sets forth the deliverables and many of the reports that Contractor is required to provide to the County on a regularly scheduled basis under the Agreement, but is not intended to be an exhaustive list of each and every report that Contractor is required to provide to the County as specifically required by the Agreement. Contractor shall also provide to the County such additional reports as may be appropriate from time to time or as the County may request pursuant to Section 5 of the Agreement.

All reports designated on Schedule 5 –Exhibit 1 as “Keep”, “TBD”, or “TBD Security” shall be required reports under the Agreement. All reports that have a designation of Remove on Schedule 5 –Exhibit 1 shall no longer be required.

Schedule 5 – Invoices and Reports

CONTRACT REFERENCE	DELIVERABLE TITLE	DESCRIPTION	DUE DATE	APPROVE/ ACCEPTS	OTHER COMMENTS
Agreement	Disaster Recovery Report	Demonstrates the updating and testing of all disaster recovery procedures	Not less frequently than once annually	Approve	By May 1 of each year
Agreement	Standards and Procedures Manual	Update to reflect changes in the operations or procedures described therein	Periodically (but not less than quarterly)	Approve	By the 10 th day of the following months: April, July, October, and January
Agreement	MASL Report	Measure and report its performance against the MASLs, including measurement and reporting for each Department, if applicable	Monthly	Accept	By the 10 th day of each month
Agreement	Root-Cause Analysis and Resolution Report	Detailing the cause of, and procedure for correcting, the failure to meet a MASL or a Critical Milestone, or any other failure subject to Root-Cause Analysis, as applicable.	Periodically	Accept	Within 5 days of discovery of or notice of a failure to comply with the MASLs or to meet a Critical Milestone, or any other failure subject to Root-Cause Analysis, as applicable.
Agreement	Resource Charges and Credits Report	Quantity of Resource Units utilized by the County during each month	Monthly	Accept	By the 20 th day of each month
Agreement	Maximum Annual Fee Report	Fees incurred to-date during each Contract Year and the amount of Fees projected to be incurred in the remaining months of the Contract Year	Monthly	Approve	By the last day of each month
Agreement	Intellectual Property Report	Summarizing all of the Work Product developed by Contractor to date	Quarterly	Accept	By the 10 th day of the following months: April, July, October, and January.

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CONTRACT REFERENCE	DELIVERABLE TITLE	DESCRIPTION	DUE DATE	APPROVE/ ACCEPTS	OTHER COMMENTS
Agreement	Information Access Report	Updated list of those Contractor personnel having access to the County's systems, software, and data.	At least Quarterly	Accept	By the 10 th day of the following months: April, July, October, and January.
Section 12.1.3 of Agreement	Background Checks Certification	Certification of conducting background check by human resources manager in respect of all Persons assigned by Contractor to perform work at any Location.	Annually	Accept	By June 13 th of each year
Schedule 4.3	Performance Management and Planning Report	System resource usage by the County's internal and external users.	Monthly	Accept	By the 20 th day of each month
Schedule 4.3	Applications Maintenance and Support Report	Status reports, task lists and schedules, and issues or problems regarding applications maintenance and support.	Monthly	Accept	By the last day of each month
Schedule 4.3	Telecommunications Services Report	Listing (i) the location of the unused single- and multi-line devices, (ii) the type of such devices, and (iii) the organization that owns such device	Quarterly after Cutover Date	Accept	By the 10 th day of the following months: April, July, October, and January
Schedule 4.3 and Schedule 16.1	Telecommunications Billing	Detailed reporting and invoicing for On-Net Calls, Off-Net Local Calls, Off-Net Toll Calls, Off-Net Long Distance Calls International Calls, Toll Free 800 Service, Casual Use Calling, Conference Bridge Calls, Directory Assistance Calls, and Pay Phones. Reporting should identify, at a minimum, the minutes usage for each category and the rates applicable for each location called.	Monthly	Accept	By the 10 th day of each month

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CONTRACT REFERENCE	DELIVERABLE TITLE	DESCRIPTION	DUE DATE	APPROVE/ ACCEPTS	OTHER COMMENTS
Schedule 16.1	OIPC Report	Detailed report of (i) (i) items/services purchased from the OIPC and the charges for such purchases; and (ii) for each item/service purchased, the County Personnel that authorized such purchase, and the associated charge back number for such purchase.	Monthly	Accepts	By the 10 th day of each month
Schedule 4.3	Telecommunications Network Report	All inventories making up the County's voice switching, voicemail, audio, video, and WAN system and resources, including routers, switching elements, etc., clearly identifying those resources which are not in use but are in storage and available for future use.	Annually	Accept	By March 20th of each year
Schedule 4.3	NOC Report	Addressing the telecommunications system performance	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Standard Desktop Report	Summarizing progress with respect to the performance of the desktop standardization plan.	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Optional Item Pricing Catalog Report	Current product options.	Monthly	Accept	By the 20 th day of each month
Schedule 4.3	Service Delivery Management Report	results of the End-User Satisfaction Survey	Monthly	Accept	By the 20 th day of each month
Schedule 4.3	Software License Management Report	(i) Software license vendor and product names and version release; (ii) number of licenses purchased during the period; (iii) license type; and (iv) number of licenses of each software product deployed.	Quarterly	Accept	By the 10 th day of the following months: April, July, October, and January.

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CONTRACT REFERENCE	DELIVERABLE TITLE	DESCRIPTION	DUE DATE	APPROVE/ ACCEPTS	OTHER COMMENTS
Schedule 4.3	Asset Inventory Database Report	Information required in Section 7 (Asset Management) of Schedule 4.3	Quarterly	Accept	By the 10 th day of the following months: April, July, October, and January
Schedule 4.3	Monthly Update and Patch Plan Report	Updates and/or patches installed on each Desktop Asset.	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Network Refresh Report	The status of the network refresh effort.	Monthly	Accept	By the 10 th day of each month.
Schedule 4.3	Server Refresh Report	The status of the server refresh effort, including (1) the number of application servers and infrastructure servers refreshed during the previous month; (2) the name, location, type, and business owner of each server refreshed; (3) the date on which the refresh was completed; (4) the availability measurement for each server, capacity of the server at peak usage, and the average response time of each server, as well as other industry standard server diagnostics; (5) the number of servers refreshed as compared to the contractual requirements for the applicable Contract Year; (6) the functionality provided by the server; and (7) adequate documentation to demonstrate to the County's satisfaction that each refreshed application server and infrastructure server is operating in the "Active Directory" environment.	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Software Management Plan	Defining the proposed software release changes and the timing of these upgrades.	Annually, at the commencement of each Contract Year	Approve	By May 30 of each year

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CONTRACT REFERENCE	DELIVERABLE TITLE	DESCRIPTION	DUE DATE	APPROVE/ ACCEPTS	OTHER COMMENTS
Schedule 4.3	Services Usage Report	Usage/inventory data that the County can use to chargeback Contractor's fees to County projects or Departments, including the quantity of usage or inventory data and an associated County project number or Department and a Service identifier linked to a specific billing element, as well as a date of Service.	Monthly	Accept	By the 20 th of each month
Schedule 4.3	Print Report	Weekly VAX print usage to the project or Department specified by the County.	Monthly	Accept	By the 20 th day of each month
Schedule 4.3	Standard PCs Report	Monthly usage of PCs, based upon the fixed asset inventory system, including the type of device and the Department/project number supplied by the County for each desktop End-User.	Monthly	Accept	By the 20 th day of each month
Schedule 4.3	Laptops/Tablet Report	Monthly usage of laptops and Tablets based upon the fixed asset inventory system, including the type of device and the Department number supplied by the County for each laptop user.	Monthly	Accept	By the 20 th day of each month
Schedule 4.3	Terminals Report	Monthly usage of terminals based upon the fixed asset inventory system, including the type of device (terminal) and the Department/project number supplied by the County for each End-User terminal.	Monthly	Accept	By the 20 th day of each month

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CONTRACT REFERENCE	DELIVERABLE TITLE	DESCRIPTION	DUE DATE	APPROVE/ ACCEPTS	OTHER COMMENTS
Schedule 4.3	CWS/CMS Desktop Workstations Report	Monthly usage of workstations based upon the fixed asset inventory system, including the type of device (workstation) and the Department/project number supplied by the County for each End-User workstation.	Monthly	Accept	By the 20 th day of each month
Schedule 4.3	Data Port Connections Report	Number of active Data Ports.	Monthly	Accept	By the 20 th day of each month
Schedule 4.3	Help Desk Operational Procedures	Operational Procedures that meet County requirements and adhere to defined Help Desk policies	As requested by the County	Approve	When changes occur
Schedule 4.3	Help Desk Administration Policies	Help Desk administration procedures which meet County requirements and adhere to defined Help Desk policies	As requested by the County	Approve	When changes occur
Schedule 4.3	End-User Satisfaction Survey Procedures	Procedures for conducting End-User satisfaction surveys according to MASLs and Schedule 7.2 (End User Satisfaction Surveys)	As requested by the County	Approve	When changes occur
Schedule 4.3	Help Desk Statistics	Help Desk statistics and trends (e.g., Work Request volumes and trends by types of End-Users)	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Applications Services Artifacts List	List of all artifacts to be developed during the Application Build process prior to inception of the Build process	At project conclusion	Approve	
Schedule 4.3	Application and End-User Documentation	Application and End-User documentation	At project conclusion	Accept	

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CONTRACT REFERENCE	DELIVERABLE TITLE	DESCRIPTION	DUE DATE	APPROVE/ ACCEPTS	OTHER COMMENTS
Schedule 4.3, Section 3.3, Table 5, Item 70 – Application Services Requirements Build	Applications Portfolio List	Documentation of the Applications Portfolio List	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Application Services Help Desk Scripts	Help Desk scripts to support Portfolio Applications	As requested by the County	Approve	When changes occur
Schedule 4.3	Application Cost Report	By department, showing costs of Applications broken down by Plan, Build and Operate. The Operate costs should be broken down into the categories in Section 3 of the Schedule 4.3.	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Trend Information	Trend information on defects, Work Requests and estimate accuracy	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Personal Computing Services Core Software Standards	Core software standards for Personal Computing assets	Annually	Approve	At the start of each Contract Year
Schedule 4.3	Personal Computing Hardware Standards	Personal Computing Hardware Standards Report	Annually	Approve	At the start of each Contract Year
Schedule 4.3	Personal Computing Services Core Software Deployment/Management Policies and Procedures	Core software deployment/management policies and procedures	Annually	Approve	At the start of each Contract Year
Schedule 4.3	Personal Computing Asset Refresh Strategy	Personal Computing asset refresh strategy	Annually	Approve	At the start of each Contract Year
Schedule 4.3	Personal Computing Software Deployment/Management Policies and Procedures	Personal Computing software deployment/management policies and procedures	Annually	Approve	At the start of each Contract Year
Schedule 4.3	Personal Computing Refresh Report	Report activities related to Personal Computing refresh	Monthly	Accept	By the 10 th day of each month

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CONTRACT REFERENCE	DELIVERABLE TITLE	DESCRIPTION	DUE DATE	APPROVE/ ACCEPTS	OTHER COMMENTS
Schedule 4.3	Application Server Hardware and Software Standards	Report on Application Servers hardware and software standards	Annually	Approve	At the start of each Contract Year
Schedule 4.3	Infrastructure Server Hardware and Software Standards	Report on infrastructure Servers hardware and software standards	Annually	Approve	At the start of each Contract Year
Schedule 4.3	E-Mail Account Report	Report on the number and details to of E-Mail accounts	Monthly	Approve	By the 10 th day of each month
Schedule 4.3	Network Services Refresh Plan	Network Services refresh plan to County as described in Schedule 4.4	Annually	Approve	By the start of each Contract Year
Schedule 4.3	Network Provisioning Requirements and Policies	Network provisioning requirements and policies	As requested by the County	Approve	When changes occur
Schedule 4.3	Router Configuration Documentation	Documentation of router configuration files and IP addressing schemas	Annually	Accept	By the start of each Contract Year
Schedule 4.3	Security Testing Results Reports	Reporting on security testing results	Annually	Accept	By the start of each Contract Year
Schedule 4.3	Security Reports	Security reporting	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Local and Long Distance Usage Reports	Local and long distance usage reporting	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Voicemail Usage Reports	Voicemail usage reporting	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Voice Services Fraud and Security Reports	Proactive and reactive Voice Services fraud and security reporting	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Security vulnerability policies	Policies for security vulnerability & penetration testing	Annually	Approve	By the start of each Contract Year
Schedule 4.3	Itemized Call Detail Records	Itemized call detail records, including length of each call by telephone number and charge	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Data Center Systems Administration Policies/Procedures	County computing Systems administration policies/Procedures	Annually	Approve	By the start of each Contract Year

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CONTRACT REFERENCE	DELIVERABLE TITLE	DESCRIPTION	DUE DATE	APPROVE/ ACCEPTS	OTHER COMMENTS
Schedule 4.3	Network Capacity and Performance Reports	Capacity and performance reports	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Network Performance Reports	Report performance against MASL requirements	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Network Administration Procedures	Procedures for administration that meet requirements and adhere to defined policies and procedures (e.g. security, access rights)	As requested by the County	Approve	By the start of each Contract Year
Schedule 4.3	Firewall ACL Policies	Firewall ACL policies	Monthly	Approve	By the 10 th day of each month
Schedule 4.3	Data Asset Consolidation Strategy	Data Center asset consolidation strategy	Annual	Approve	
Schedule 4.3	Servers Job Scheduling Requirements	Job scheduling requirements, interdependencies, County contacts, and rerun requirements for all production jobs	Annually	Accept	By the start of each Contract Year
Schedule 4.3	Data Center Services – Server Monitoring Procedures	Server monitoring and exceptional conditions procedures that meet requirements and adhere to defined policies	As requested by the County	Approve	When changes occur
Schedule 4.3	Server Collaborative Computing Procedures	Collaborative computing procedures	As requested by the County	Approve	When changes occur
Schedule 4.3	Data Center Services Server Media Processing Procedures	Media processing procedures that meet County's requirements and adhere to County's defined policies	As requested by the County	Approve	When changes occur
Schedule 4.3	Data Center Data Recovery Plan	Data recovery plan consistent with the County's business requirements	As requested by the County	Accept	When changes occur

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CONTRACT REFERENCE	DELIVERABLE TITLE	DESCRIPTION	DUE DATE	APPROVE/ ACCEPTS	OTHER COMMENTS
Schedule 4.3	Detailed DR/BC Plan	Detailed DR/BC Plan that restores Priority 1 Applications within 48 hours and Priority 2 Applications within 72 hours	Annually	Approve	By the start of each Contract Year
Schedule 4.3	DR/BC Test Plan	DR/BC test plan	Annually	Approve	By the start of each Contract Year
Schedule 4.3	DR/BC Test Results Report	Track and report DR/BC test results	Annually	Approve	10 days after conclusion of DR/BC test
Schedule 4.3	DR/BC Status Report	Provide on going status of corrective actions identified during DR/BC test until completion	Monthly	Accept	Starting 10 days after acceptance of test results until completion
Schedule 4.3	Storage Plan	Storage plan to meet demand and capacity requirements	Annually	Accept	By the start of each Contract Year
Schedule 4.3	Storage Management Policies and Procedures	Policies and procedures for performing storage management	Annually	Approve	By the start of each Contract Year
Schedule 4.3	Managed Print Output Management Requirements	Output management requirements, policies, and procedures including transport, delivery locations and schedule requirements	30 days after Contract Effective Date and otherwise as requested by the County	Approve	When changes occur
Schedule 4.3	Performance Management Reports	Management reports on performance relative to requirements	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	MASL Improvement Plan	MASL improvement plans	Annually	Approve	At the start of each Contract Year
Schedule 4.3	Security Vulnerabilities Report	Report on vulnerabilities and recommended mitigations	Monthly	Approve	By the 10 th day of each month
Schedule 4.3	Personnel Access List	Listing of personnel that have been granted electronic access to County data/Systems maintained by the Contractor	Monthly	Accept	By the 10 th day of each month

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CONTRACT REFERENCE	DELIVERABLE TITLE	DESCRIPTION	DUE DATE	APPROVE/ ACCEPTS	OTHER COMMENTS
Schedule 4.3	Security Violations Report	Report of security violations that originate outside of the hosted network(s) (e.g., denial of service attacks, spoofing, Web exploits)	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Chargeback Reports	Chargeback reports	Monthly	Approve	By the 20 th day of each month
Schedule 4.3	Document Invoicing Requirements	Document invoicing requirements	Annually	Accept	At the start of each Contract Year
Schedule 4.3	Taxes Report	Calculate, report, and chargeback all applicable taxes and provide billing for current and past services as well as track payments and balances	Monthly	Accept	By the 20 th day of each month
Schedule 4.3	Invoices	Invoices per County requirements	Monthly	Accept	By the 20 th day of each month
Schedule 4.3	Asset Inventory Reports	Produce and submit asset inventory reports	Monthly	Accept	By the 20 th day of each month
Schedule 4.3	Asset Renewal and Expiration Advisory	Advise the County of expiration or renewal requirements for assets to allow for planning and mitigation	Annually	Accept	By the start of each Contract Year
Schedule 4.3	MASL Reports	Measure and Report monthly on each MASL	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Process for Measurement and Reporting of MASLs	Process for the measurement and reporting of each MASL	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Configuration Management Reports	Configuration management reports	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Operational Reports	Operational reports	Monthly	Approve	By the 10 th day of each month
Schedule 4.3	Status Reports on Problems	Status report detailing the root cause of and procedure for correcting recurring Problems and applicable Break-Fixes incidents until closure as determined by the County	As requested by the County	Approve	

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CONTRACT REFERENCE	DELIVERABLE TITLE	DESCRIPTION	DUE DATE	APPROVE/ ACCEPTS	OTHER COMMENTS
Schedule 4.3	Management Reports on Refresh Plans	Management reports to County on the progress of all refresh plans	Monthly	Accept	By the 10 th day of each month
Schedule 4.3	Workflow Break/Fix Incident and Problem Management Policies and Procedures	Break-Fix Incident and Problem management policies and procedures	Annually	Approve	By the start of each Contract Year
Schedule 4.3	RCA Procedures	Procedures for performing an RCA	Annually	Approve	By the start of each Contract Year
Schedule 4.3	Capacity Performance Recommendations	Recommend changes to capacity to improve service performance	Annually	Approve	By the start of each Contract Year
Schedule 4.3	Capacity Mitigation Recommendations	Mitigation recommendations based on impact/risk and cost of capacity changes	Annually	Approve	By the start of each Contract Year
Schedule 4.3	Configuration Management Policies and Procedures	Configuration management policies and procedures	Annually	Approve	By the start of each Contract Year
Schedule 4.3	Configuration Management Policies	Configuration management policies, procedures and standards	Annually	Approve	By the start of each Contract Year

END OF SCHEDULE